

c1 broadcast through a call server. The execution of a voice service is explained in detail in conjunction with Figure 1c.

Page 71, please delete the third full paragraph, and replace it with the following new paragraph:

c2 A method for creating a voice service according to one embodiment will now be explained in conjunction with Figure 1b. The method begins in step 210 by naming the voice service. Then, in step 220 various scheduling parameters of the voice service are defined. In step 250 the service content is defined. And, in step 260, the personalization modes, or style properties are selected for the voice service.

Page 73, please delete the first full paragraph, and replace it with the following new paragraph:

c3 In step 240, the schedule for the service is also selected. According to one embodiment, predefined schedules for voice services may be provided or a customized schedule for the voice service may be created. If a new schedule is to be created, a module may be opened to enable the schedule name and parameters to be set. Schedules may be run on a several-minute, hourly, daily, monthly, semi-annual, annual or other bases, depending upon what frequency is desired. According to one embodiment, an interface is provided that allows the administrator to browse through existing schedules and select an appropriate one. The interface may provide a browsing window for finding existing schedule files and a "new schedule" feature which initiates the schedule generating module. In one embodiment, schedules may not be set for alert type services. However, in some embodiments, a schedule for evaluating whether alert conditions have been met may be established in a similar manner.

Page 74, please delete the first full paragraph, and replace it with the following new paragraph:

C4 In step 230, the duration of the service is also set. Service duration indicates the starting and stopping dates for the service. Setting a service duration may be appropriate regardless of whether a scheduled service or alert type service has been selected. The start date is the base line for the scheduled calculation, while the end date indicates when the voice service will no longer be sent. The service may start immediately or at some later time. According to one embodiment, the interface is provided to allow the administrator to input start and end dates. The interface may also allow the administrator to indicate that the service should start immediately or run indefinitely. Various calendar features may be provided to facilitate selection of start and stop dates. For example, a calendar that specifies a date with pull-down menus that allow selection of a day, month and year may be provided according to known methods of selecting dates in such programs as electronic calendar programs and scheduling programs used in other software products. One specific aid that may be provided is to provide a calendar with a red circle indicating the present date and a blue ellipse around the current numerical date in each subsequent month to more easily allow the user to identify monthly intervals. Other methods may also be used.

Page 77, please delete the second full paragraph bridging onto page 78, and replace it with the following new paragraph:

C5 Servers may have limited capacity to perform all of the actions required of them simultaneously, the method of Figure 1b comprises a step for prioritizing the execution and delivery of voice services. Prioritization may establish the order in which the voice service

C^b system allocates resources for processing voice service and delivering the IVB. According to one embodiment, assigning priority to a voice service establishes priority for queries to the database system, formatting the voice service, or IVBs. Any criteria may be used for establishing priority. According to one embodiment, priority is established based on service content. According to another embodiment, priority is based on service destination. According to another embodiment, priority may be established based on the type of voice service, *i.e.*, alert v. scheduled. Any number of procedures or criteria for denoting relative importance of service delivery may be established.

Page 80, please delete the first full paragraph, and replace it with the following new paragraph:

C^b After a call structure is generated, in step 330, it is sent to a call database *e.g.*, call database 1811 shown in Figure 3c along with the addresses and style properties of the users. The style properties govern the behavior of a call server 18 in various aspects of the dialog with a user. Call server 18 queries call database 1811 for current call requests and places new call requests in its queue.

Page 81, please delete the second full paragraph, and replace it with the following new paragraph:

C⁷ Fig. 3a depicts an embodiment of a system according to one embodiment of the present invention. Preferably, the system comprises database system 12, a DSS server 14, voice server 16, a call server 18, subscription interface 20, and other out input/files 24.

Page 91, please delete the first full paragraph, and replace it with the following new paragraph:

Call server 18 also comprises certain hardware components 182. As shown in Figure 3c, hardware components 182 comprise processor 1821 and computer telephone module 1822.

C8 According to one embodiment, processor 1821 comprises a Pentium II processor, available from Intel, Inc. Module 1822 provides voice synthesis functionality that is used in conjunction with Text to Speech engine 1814 to communicate the content of voice services to a user. Module 1822 preferably comprises voice boards available from Dialogic, Inc. Other processors and voice synthesizers meeting system requirements may be used.

Page 91, please delete the third full paragraph bridging onto page 92, and replace it with the following new paragraph:

C9 According to one embodiment of the present invention, a system and method that enable closed-loop transaction processing are provided. The method begins with the deployment of an IVB by executing a service. As detailed above, this includes generating the content and combining this with personalization information to create an active voice page. Call server 18 places a call to the user. During the call, information is delivered to the user through a voice-enabled terminal device (e.g., a telephone or cellular phone). Phone lines 183 may be used for communication purposes.

Page 101, please delete the second full paragraph, and replace it with the following new paragraph:

C10 A block diagram of one embodiment of primary voice bureau 92 is shown in Figure 6b. According to this embodiment, primary voice bureau comprises routers 921, dual-homed servers

C10
922, database servers 923, call database 924, backup storage 925, call servers 926, internal switch 927, and system administrator 93. Routers 921 receive call requests via a computer network and pass them along to one of the two dual-homed servers 922. Router 921 monitors activity on servers 922 and forwards call requests to one of the two depending on availability.

Page 104, please delete the first full paragraph, and replace it with the following new paragraph:

C11
Backup voice service bureau 94 receives a redundant request for voice services. Backup voice service bureau 94 processes the requests only when primary voice service bureau is offline or busy. One embodiment of backup voice service bureau 94 is shown in Figure 6c. Backup voice bureau 94 comprises routers 941, HTTP server 942, database server 943, call server 946 and routers 947. Each of these components performs a function identical to the corresponding element in primary voice bureau 92. Router 947 replaces switch 927. Communication lines 949 may replace phone lines 929. Router 947 controls the forwarding of call requests to database server 943 for queuing in an internal database, and the forwarding of call requests to call server 946 from database server 943.
